IMAC IT Subcommittee Minutes

January 9, 2003 - DHFS, 1 W. Wilson, Room #672

– Submitted by Jim Jones, Bureau of Health Care Eligibility

Present: Bob Martin, Debbie Bigler, Luann Page, Bill Blank, Pam Waffle, Theresa Fosbinder, Sara Pynenberg, Evie Ryan-Tondryk,

By teleconference: Jeanne Brandl

Housekeeping

Minutes from the December 14th meeting were distributed and approved.

Jim Jones and Debbie Bigler will be the co-chairs of the IT Subcommittee for 2003. Jim agreed to handle the minutes for the January 9th, 2003 meeting.

Communication Process

The group discussed ideas for keeping IM managers, supervisors, trainers and workers up-to-date on changes in policy, process and systems, as well as providing them with information about future projects that may impact them.

The group has reviewed many of the communication tools that the Department uses, and likes the Quarter Food Stamp Newsletter approach the best. Ideas that were discussed included:

- Creating an e-newsletter for IM that would be e-mailed to CARES coordinators and Policy coordinators to be shared with county and tribal IM staff.

- The IM e-newsletter would include links to IM-related sites with updates since the last meeting (i.e., Call Center, IMAC, Ops Memos, Recently Asked Questions, DXBM list, QC Tip list, etc.).

- The frequency of the newsletter was identified as something that needs to be discussed.

- Coming with a process to make sure that DXBM messages are incorporated into the handbook and other manuals.

IMAC Strategy Meeting output for IMAC IT

Jim, Debbie and Bob Martin all attended a long strategic planning meeting of the Income Maintenance Advisory Committee. At that meeting the IMAC assessed the subcommittee structure, the charters of each subcommittee and the each subcommittee's

tasks for calendar year 2003. The IT Subcommittee's charter and tasks remained the same, with the following additions:

- Alerts Re-engineering transferred back from the former Error Reduction Subcommittee;
- Data Exchange improvements also transferred back fro the former Error Reduction (now the Quality Assurane) Subcommittee; and,
- Provide advice on the DHFS CARES strategic plan and projects.

CARES Strategic Planning

The group reviewed the "CARES Strategy from a DHFS Perspective" document. Input on the direction on the strategy included:

Make sure that all county and tribal IM agencies have high-speed internet access (some agencies may be dependent upon 56k modems, even routing several PC's through a single 56k modem!). (Note: Bob Martin will lead a discussion of low-cost Internet connection solutions for local IM agencies will take place in the next IT Subcommittee).

Milwaukee/Dane Change Center

There were no updates at the meeting on this topic.

CARES enhancement "Wish List" discussion

Debbie reviewed the Wish List with the subcommittee. Jim promised to bring status reports to the next IT subcommittee.

Next Meeting - February 13, 2002 – 9:30 a.m. - 12:30 p.m. @ DHFS, 1 W. Wilson, #672